1	EDMUND G. BROWN JR., Attorney General				
2	of the State of California ALFREDO TERRAZAS				
3	Senior Assistant Attorney General ARTHUR D. TAGGART, State Bar No. 83047				
4	Supervising Deputy Attorney General California Department of Justice				
5	1300 I Street, Suite 125 P.O. Box 944255				
6	Sacramento, CA 94244-2550 Telephone: (916) 327-6819				
7	Facsimile: (916) 324-5567				
8	Attorneys for Complainant				
9	BEFORE THE BOARD OF REGISTERED NURSING DEPARTMENT OF CONSUMER AFFAIRS				
10					
11	STATE OF CAL	IFORNIA			
12	In the Matter of the Accusation Against:	Case No. 2008-151			
13	VICTORIA L. DINENNA 1537 Central Avenue				
14	Bullhead City, Arizona 86442	ACCUSATION			
15	Registered Nurse License No. 655492,				
16	Respondent.				
17					
18	Ruth Ann Terry, M.P.H., R.N. ("Complainant") alleges:				
19	PARTIE	<u>2S</u>			
20	1. Complainant brings this Accusation solely in her official capacity as the				
21	Executive Officer of the Board of Registered Nursing, Department of Consumer Affairs.				
22	Registered Nurse License				
23	2. On or about April 1, 2005, the Board of Registered Nursing issued				
24	Registered Nurse License Number 655492 to Victoria L. Dinenna ("Respondent"). The license				
25	will expire on May 31, 2008, unless renewed.				
26	STATUTORY PROVISIONS				
27	3. Section 2750 of the Business and Professions Code ("Code") provides, in				
28	pertinent part, that the Board may discipline any licensee, including a licensee holding a				

temporary or an inactive license, for any reason provided in Article 3 (commencing with Code section 2750) of the Nursing Practice Act.

- 4. Code section 2764 provides, in pertinent part, that the expiration of a license shall not deprive the Board of jurisdiction to proceed with a disciplinary proceeding against the licensee or to render a decision imposing discipline on the license. Under Code section 2811, subdivision (b), the Board may renew an expired license at any time within eight years after the expiration.
 - 5. Code section 2761 states, in pertinent part:

The board may take disciplinary action against a certified or licensed nurse or deny an application for a certificate or license for any of the following:

- (a) Unprofessional conduct, which includes, but is not limited to, the following:
- (4) Denial of licensure, revocation, suspension, restriction, or any other disciplinary action against a health care professional license or certificate by another state or territory of the United States, by any other government agency, or by another California health care professional licensing board. A certified copy of the decision or judgment shall be conclusive evidence of that action.

COST RECOVERY

6. Code section 125.3 provides, in pertinent part, that the Board may request the administrative law judge to direct a licentiate found to have committed a violation or violations of the licensing act to pay a sum not to exceed the reasonable costs of the investigation and enforcement of the case.

CAUSE FOR DISCIPLINE

(Out-of-State Discipline)

- 7. Respondent's license is subject to disciplinary action under Code section 2761, subdivision (a)(4), on the grounds of unprofessional conduct, in that Respondent has been disciplined by other state nursing boards, as follows:
- a. Effective March 31, 2006, pursuant to the Consent Agreement and Order attached hereto as **Exhibit "A"** and incorporated herein, filed by the Arizona State Board of Nursing (hereafter "Arizona Board"), the Arizona Board placed Respondent's Arizona Professional Nurse License Number RN110514 on probation for a period of two (2) years with

1 conditions. The basis for discipline is as follows: 2 On or about June 11, 2005, Respondent was removed from her work station because she exhibited signs and symptoms that she may have been under the 3 influence of alcohol and/or drugs. Respondent was stumbling and unsteady on her feet, and her 4 5 speech was slow, rambling, and slurred. On or about June 11, 2005, Respondent removed two Ultram 6 2. 7 tablets and two Valium tablets from the pyxis for two different patients; however, there were no 8 physician's orders or patient medical records for those individuals. 9 b. On or about September 21, 2006, pursuant to the Voluntary Surrender of 10 License in Lieu of Other Disciplinary Action in Case No. 0518-06C, filed by the Nevada State 11 Board of Nursing, attached hereto as Exhibit "B" and incorporated herein by reference, 12 Respondent surrendered her Nevada Professional Nurse License Number RN 47429. The basis 13 for the voluntary surrender of the license is that on or about March 6, 2006, in her renewal 14 application for her Nevada nursing license, Respondent failed to answer "yes" to the question 15 asking whether she had been disciplined by any other state licensing boards. 16 PRAYER 17 WHEREFORE, Complainant requests that a hearing be held on the matters herein alleged, and that following the hearing, the Board of Registered Nursing issue a decision: 18 19 1. Revoking or suspending Registered Nurse License Number 655492, issued 20 to Victoria L. Dinenna; 21 /// 22 /// 23 /// 24 /// 25 ///

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1	2. Ordering Victoria L. Dinenna to pay the Board of Registered Nursing th		
2	reasonable costs of the investigation and enforcement of this case, pursuant to Code section		
3	125.3; and,		
4	3. Taking such other and further action as deemed necessary and proper.		
5			
6	DATED: 11/08/07		
7			
8	RUTH ANN TERRY, M.P.H., R.N.		
9	Executive Officer Board of Registered Nursing Department of Consumer Affairs		
11	State of California Complainant		
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EXHIBIT A

Consent Agreement and Order No. 0508004 Arizona State Board of Nursing

BEFORE THE ARIZONA STATE BOARD OF NURSING

IN THE MATTER OF PROFESSIONAL)	
NURSE LICENSE NO. RN110514)	•
ISSUED TO:)	CONSENT AGREEMENT
TITOMORY, TENNES) .	AND
VICTORIA LYNN DINENNA	.)	ORDER NO. 0508004
RESPONDENT)	

CONSENT AGREEMENT

A complaint charging Victoria Lynn Dinenna ("Respondent") with violation of the Nurse Practice Act has been received by the Arizona State Board of Nursing ("Board"). In the interest of a prompt and speedy settlement of the above-captioned matter, consistent with the public interest, statutory requirements and the responsibilities of the Board, and pursuant to A.R.S. § 41-1092.07 (F)(5), the undersigned parties enter into this Consent Agreement as a final disposition of this matter.

Based on the evidence before it, the Board makes the following Findings of Fact and Conclusions of Law:

FINDINGS OF FACT

- 1. Respondent holds Board issued professional nurse license no. RN110514.
- 2. From on or about April 2005, until June 30, 2005, Respondent was employed at Havasu Regional Medical Center in Lake Havasu, Arizona.
- 3. On or about June 11, 2005, Respondent was exhibiting signs and symptoms indicating that she may be under the influence of drugs or alcohol. Respondent was witnessed stumbling and unsteady on her feet. Her speech was slow, rambling and slurred, and her eyes were glassy and droopy. Respondent was removed from her work station and underwent a nine (9) panel urine drug screen (UDS) that was negative.

- 4. According to Misty Maple, RN, Respondent had removed two Ultram and two Valium from the pyxis for two different patients on or about June 11, 2006. According to the medical record there were no orders for the medications, and the physician denied that he had ordered them. Respondent denied that she had diverted any medications and believes someone may have accessed her password and removed the medications using her name.
- 5. On or about June 30, 2005, Respondent was terminated from Havasu Regional Medical Center.
- 6. On or about March 9, 2006 Respondent underwent a chemical dependency evaluation conducted by Michel A. Sucher M.D. Dr. Sucher opined that Respondent does not suffer from chemical dependency but has chronic pain with physical dependency on opiate medications. Dr. Sucher also opined that Respondent be required to undergo a neuropsychiatric evaluation with testing to assist in determining her ability to safely practice nursing.

CONCLUSIONS OF LAW

Pursuant to A.R.S. §§ 32-1606, 32-1663, and 32-1664, the Board has subject matter and personal jurisdiction in this matter.

The conduct and circumstances described in the Findings of Fact constitute a violation of A.R.S.§ 32-1663 (D) as defined in A.R.S.§ 32-1601 (16) (d) (e) and (j), and A.A.C. R4-19-403 (5) (6) and (25); (adopted effective July 19, 1995).

The conduct and circumstances described in the Findings of Fact constitute sufficient cause pursuant to A.R.S. § 32-1664(N) to revoke, suspend or take other disciplinary action against Respondent's license to practice as a professional nurse in the State of Arizona.

Respondent admits the Board's Findings of Fact and Conclusions of Law.

In lieu of a formal hearing on these issues, Respondent agrees to issuance of the attached Order and waives all rights to a hearing, rehearing, appeal or judicial review relating to the Order except in the limited circumstance(s) specified in Paragraph 23 of the Order.

Respondent understands that all investigative materials prepared or received by the Board concerning these violations and all notices and pleadings relating thereto may be retained in the Board's file concerning this matter.

Respondent understands that the admissions in the Findings of Fact are conclusive evidence of a violation of the Nurse Practice Act and may be used for purposes of determining sanctions in any future disciplinary matter.

Respondent understands the right to consult legal counsel prior to entering into this Consent Agreement and such consultation has either been obtained or is waived.

Respondent understands that this Consent Agreement is effective upon its acceptance by the Board and by Respondent as evidenced by the respective signatures thereto. Respondent's signature obtained via facsimile shall have the same effect as an original signature. Once signed by the Respondent, the agreement cannot be withdrawn without the Board's approval or by stipulation between Respondent and the Board's designee.

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The effective date of this Order is the date the Consent Agreement is signed by the Board and by Respondent. If the Consent Agreement is signed on different dates, the later date is the effective date.

Undorn Alex Luce.
Respondent

Dated: 5-2-06

ARIZONA STATE BOARD OF NURSING

April Redennes Home

Joey Ridenour, R.N., M.N. Executive Director

Dated: March 21, 2006

TORRESSENTIOS (4.DIN)(NNA

ORDER

In view of the above Findings of Fact, Conclusions of Law and the consent of Respondent, the Board hereby issues the following Order:

- A. Respondent's consent to the terms and conditions of this Order and waiver of public hearing is accepted.
- B. Respondent's license is placed on probation for twenty four months. Prior to termination of probation, Respondent shall work as a professional nurse for a minimum of twelve months, (not less than sixteen hours a week).
- C. This Order becomes effective upon the Board and Respondent's acceptance of the Consent Agreement. The effective date of this Order is the date the Consent Agreement is

signed by the Board and by Respondent. If the Consent Agreement is signed on different dates, the later date is the effective date.

- D. If Respondent is noncompliant with any of the terms of the Order during the twenty four-month probation portion of the Order, Respondent's noncompliance shall be reviewed by the Board for consideration of possible further discipline on Respondent's nursing license.
- E. If Respondent is convicted of a felony, Respondent's license shall be automatically revoked for a period of five years. Respondent waives any and all rights to a hearing, rehearing or judicial review of any revocation imposed pursuant to this paragraph.
 - F. The probation is subject to the following terms and conditions:

TERMS OF PROBATION

1. Stamping of License

Within seven days of the effective date of this Order, Respondent shall submit her license to be stamped "PROBATION." While this Order is in effect, if the Board issues any certificates or licenses authorized by statute, except a nursing assistant certificate, such certificate or license shall also be stamped "probation." Respondent is not eligible for a multistate "Compact" license.

2. Neuropsych Evaluation

Within 30 days of the effective date of the Order Respondent shall make an appointment to undergo a neuropsychiatric evaluation by a Board-approved Neurophysiologist to be completed within sixty days of the effective date of the Order. Respondent shall execute the appropriate release of information form(s) to allow the evaluator to communicate information to the Board or its designee. Respondent shall also execute a release

of information form to allow the Board Monitoring Consultant to release a copy of the report from Michel A. Sucher M.D. to the evaluator. Prior to the evaluation, Respondent shall furnish a copy of this Consent Agreement and Order to include Findings of Fact, Conclusions of Law, and Order to the evaluator who shall verify receipt of the Consent Agreement and Order to include Findings of Fact in a written report on letterhead to the Board. Respondent shall direct the evaluator to provide a report to the Board summarizing the evaluation within thirty days after the evaluation is completed.

The report shall include a history and physical, relevant laboratory data if appropriate, psychological testing if appropriate, recommendations for treatment, if any, and an assessment as to Respondent's ability to function safely in nursing.

Respondent agrees to Suspend her license immediately if the Neurophysiologist recommends that she is not safe to practice.

3. <u>Drug Testing</u>

Within 7 days of the effective date of this Order, Respondent shall enroll in a program that meets Board criteria for random drug testing. Random drug testing shall be done at a minimum of once per month and may be required more frequently as requested by the Board or its designee. Respondent shall notify the drug testing laboratory and the Board, in writing, of unavailability to test before the anticipated absence. If Respondent is unable to submit a specimen on a date requested due to illness, Respondent must provide in writing within 7 days of the missed specimen, documentation from a medical provider who has personally seen Respondent on the day of the requested drug test confirming that Respondent was not physically able to report to the laboratory for drug testing. In addition, any occurrence of the following conditions constitutes noncompliance: a positive drug test showing evidence of any drug other

than an authorized drug; submission of a specimen where the integrity has been compromised, as indicated by the presence of adulterants; failure to submit to a drug test on a day when a drug test has been requested by either the Board, its designee, or the laboratory; and submission of a urine sample that is below the acceptable volume or temperature to be tested. A positive drug test showing evidence of any drug other than an authorized drug shall result in immediate notification of Respondent's employer by the Board.

7. Abstain from Alcohol Use

Respondent shall abstain completely from the personal use of alcoholic beverages.

8. Abstain From Unauthorized Drug Use/Proof of Prescription

Respondent shall abstain completely from the personal use or possession of controlled substances, as defined in the State Controlled Substances Act, and dangerous drugs as defined by law, or any drugs requiring a prescription.

Orders prohibiting Respondent from personal use or possession of controlled substances or dangerous drugs do not apply to medications lawfully prescribed to Respondent for a bona fide illness or condition by a medical provider. During the duration of this Order, Respondent shall select one medical provider to coordinate her health care needs and to be aware of all prescriptions utilized by Respondent. Respondent shall immediately submit to that provider a copy of this Consent Agreement and Order to include the Findings of Fact and Conclusions of Law and shall execute all release of information form(s) as required by the Board or its designee. The medical provider shall, within one week of the effective date of the consent agreement, inform the Board, in writing, of knowledge of Respondent's Order and provide a list of medications prescribed for Respondent. <u>DURING THE DURATION OF THE CONSENT</u>

AGREEMENT, RESPONDENT SHALL CAUSE ALL PROVIDERS TO NOTIFY THE

BOARD OF ANY ADDITIONAL MEDICATIONS ORDERED BY THE PROVIDER. THE

NOTIFICATION SHALL BE MADE IN WRITING WITHIN ONE WEEK OF THE

PROVIDER'S ISSUANCE OF THE PRESCRIPTION.

If Respondent has a lawful prescription for a narcotic or mood-altering drug, Respondent shall cause her prescribing provider to submit monthly reports to the Board by the 30th day of each month regarding the continued need for the prescribed narcotic or mood-altering medications. The Board or its designee may, at any time, request the provider to document the continued need for prescribed medications. Respondent shall keep a written record of medications taken, including over-the-counter drugs, and produce such record upon request by the Board or its designee.

10. <u>Notification of Practice Settings</u>

Any setting in which Respondent accepts employment, which requires RN licensure, shall be provided with a copy of the entire Order on or before the date of hire. Within seventy-two hours of Respondent's date of hire, Respondent shall cause her immediate supervisor to inform the Board, in writing and on employer letterhead, acknowledgment of the supervisor's receipt of a copy of this Consent Agreement and Order and the employer's ability to comply with the conditions of probation. In the event Respondent is attending a nursing program, Respondent shall provide a copy of the entire Consent Agreement and Order to the Program Director. Respondent shall cause the Program Director to inform the Board, in writing and on school letterhead, acknowledgment of the program's receipt of a copy of the Consent Agreement and Order and the program's ability to comply with the conditions of probation during clinical experiences.

11. Quarterly Reports

Within 7 days of each assigned quarterly reporting due date, if Respondent is working in any position which requires RN licensure Respondent shall cause every employer Respondent has worked for during the quarter to provide to the Board, in writing, employer evaluations on the Board-approved form. The first report is due on the first assigned quarterly report due date after the effective date of the Order. Receipt of notice of an unsatisfactory employer evaluation, verbal or written warning, counseling or disciplinary action any of which pertain to patient care practice issues, or termination from a place of employment shall be considered as noncompliance with the terms of the Order. In the event Respondent is not working in a position which required RN licensure, or attending school during any quarter or portion thereof, Respondent shall provide to the Board, in writing, a self-report describing other employment or activities on the Board-approved form. Failure to provide employer

13. Practice Under Direct Supervision

Respondent shall practice as a professional nurse only under the direct supervision of a professional nurse in good standing with the Board. Direct supervision is defined as having a professional nurse present on the same unit with the Respondent when ever Respondent is practicing as a professional nurse. The supervising nurse shall have read this Consent Agreement and Order to include the Findings of Fact and Conclusions of Law, and Order, and shall provide input on Respondent's employer evaluations to the Board. The supervising nurse shall be primarily one person, who may periodically delegate to other qualified personnel, who shall also have read this Consent Agreement and Order to include Findings of Fact, Conclusions of Law. In the event that the assigned supervising nurse is no longer responsible for the supervision required by this paragraph, Respondent shall cause her new

supervising nurse to inform the Board, in writing and on employer letterhead, acknowledgment of the new supervisor's receipt of a copy of this Consent Agreement and Order to include the Findings of Fact and Conclusions of Law and the new supervising nurse's agreement to comply with the conditions of probation within ten days of assignment of a new supervising nurse.

14. Acceptable Hours of Work

Respondent may remain employed for Nurse Brokers Inc. Registry in Laughlin Nevada. During this employment Respondent can work any shift provided she is assigned in block schedules. Block scheduling can be defined as 12 week assignments. At all other nursing employment sites Respondent shall only work the day or evening shift.. The evening shift is defined as a shift that ends prior to midnight. Within a 14-day period Respondent shall not work more than 84 scheduled hours.

Respondent may work three 12-hour shifts in one seven day period and four 12-hour shifts in the other seven-day period, but Respondent may not work more than 3 consecutive 12-hour shifts during this probationary period. Respondent shall not work 2 consecutive 8 hour shifts within a 24 hour period or be scheduled to work 16 hours within a 24 hour period.

15. Registry Work Prohibited

Respondent may not work for a nurse's registry, home health, traveling nurse agency, any other temporary employing agencies, float pool, or position that requires on-call status.

16. Out-Of-State Practice/Residence

Before any out-of-state practice or residence can be credited toward fulfillment of these terms and conditions, it must first be approved by the Board prior to leaving

the state. If Respondent fails to receive such approval before leaving the state, none of the time spent out of state will be credited to the fulfillment of the terms and conditions of this Order.

17. Release of Information Forms

Respondent shall immediately execute all release of information forms as may be required by the Board or its designee.

18. Interview with the Board or its Designee

Respondent shall appear in person or if residing out of state telephonically for interviews with the Board or its designee upon request at various intervals and with reasonable notice.

19. Renewal of License

In the event the Respondent's professional nurse license is scheduled to expire while this Order is in effect, Respondent shall apply for renewal of the license, pay the applicable fee, and otherwise maintain qualification to practice nursing in Arizona.

20. Change of Employment/Personal Address/Telephone Number

Respondent shall notify the Board, in writing, within one week of any change in nursing employment, personal address or telephone number.

21. Obey All Laws

Respondent shall obey all federal, state and local laws, and all laws/rules governing the practice of nursing in this state. Offenses such as driving under the influence may subject Respondent to further disciplinary action, however, commission of minor civil moving traffic violations are excluded.

22. Costs

Respondent shall bear all costs of complying with this Order.

23. Violation of Probation

If Respondent is noncompliant with this Order in any respect, the Board or its

designee may notify Respondent's employer of the non-compliance. Additionally, the Board

may revoke probation and take further disciplinary action for noncompliance with this Order

after affording Respondent notice and the opportunity to be heard. If a complaint or petition to

revoke probation is filed against Respondent during probation, the Board shall have continuing

jurisdiction until the matter is final, and the period of probation shall be extended until the matter

is final.

24. Voluntary Surrender of License

Respondent may, at any time this Order is in effect, voluntarily request

surrender of her license.

25. Completion of Probation

Upon successful completion of the terms of probation, Respondent shall

request formal review by the Board, and after formal review by the Board, Respondent's nursing

license may be fully restored by the appropriate Board action if compliance with this Order has

been demonstrated.

ARIZONA STATE BOARD OF NURSING

July Redenoud Know

SEAL

Joey Ridenour, R.N., M.N.

Executive Director

Dated: March 21, 2006

JR/SRT:ts

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COPY mailed this 27th day of March, 2006, by First Class Mail to:

Victoria Lynn Dinenna 1537 Central Avenue Bullhead City, Arizona 86442

By: Trina Smith
Legal Secretary

EXHIBIT B

Voluntary Surrender of License in Lieu of Other Disciplinary Action Nevada State Board of Nursing Case No. 0518-06C

ORIGINAL

BEFORE THE NEVADA STATE BOARD OF NURSING

JUN 1 & 2006

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IN THE MATTER OF VICTORIA DINENNA LICENSED PROFESSIONAL NURSE NEVADA LICENSE NO. RN47429

RESPONDENT

LICENSE IN LIEU OF OTHER DISCIPLINARY ACTION

CASE NO. 0518-06C

- I, VICTORIA DINENNA, wish to voluntarily surrender my Nevada Nursing License. I voluntarily and knowingly admit the following facts:
 - I am licensed as a Licensed Professional Nurse in the State of Nevada and I was 1. licensed at the time of the conduct described herein and am, therefore, subject to the jurisdiction of the Board.
 - 2. That on or about March 6, 2006, I renewed my Nevada Registered Nurse license and failed to answer "yes" to the question asking about action in another state.
 - 3. On or about May 2, 2006, the Arizona State Board of Nursing ordered that my Registered Nurse license be placed on probation for twenty-four months due to a complaint regarding my nursing practice from on or about April of 2005 through June 30, 2005.
 - I admit failing to answer "yes" to the question regarding pending action in another 4. state on my Nevada renewal application constitutes grounds for disciplinary action pursuant to NRS 632.320 (1) fraudulent application and I wish to surrender my Nevada Registered Nurse license.
 - 5. I am aware of, understand, and have been advised of the effect of this Voluntary Surrender.
 - I have read this Voluntary Surrender and I fully understand and acknowledge its facts 6. and terms.

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I am aware that I have certain constitutional rights, including:

a. I have the right to hire an attorney to represent me in this proceeding;

b. I have the right to demand a hearing on the charges against me, and I can require 7.

- the Board staff to prove the allegations;
- c. I have the right to cross-examine the witnesses against me;
- d. I have the right to call witnesses to provide evidence in my own behalf;
- e. I have other rights accorded to me under Nevada Revised Statutes Chapters 233B, and 632. Also, I have rights accorded to me under Nevada Administrative Code Chapter 632.
- I am aware of the foregoing rights, and I voluntarily, knowingly, and intelligently 8. waive these rights in return for the Board accepting my voluntary surrender of my Nevada nursing license in lieu of other disciplinary action.
- 9. I understand this Voluntary Surrender is considered a disciplinary action and as such will become part of my permanent record.
- I understand this Voluntary Surrender is considered public information. 10.
- I understand this Voluntary Surrender is considered a disciplinary action and will be 11. reported to any national repository, which records disciplinary action taken against licensees or certificate holders, or any agency or another state, which regulates the practice of nursing.
- I understand this Voluntary Surrender may be used in any subsequent hearings by the 12. Board as evidence against me to establish a pattern of behavior and for the purpose of proving additional acts of misconduct.
- This Voluntary Surrender shall not be construed as excluding or reducing any 13. criminal or civil penalties or sanction or other remedies that may be applicable under federal, state or local laws.

III

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14.	I understand that this surrender is effective the day it is accepted by the Nevada State		
	Board of Nursing, or may be effective pursuant to NRS 632.400 (2), however I agree		
	to immediately cease and desist from practicing as a Registered Nurse and I have returned my Nevada Registered Nurse license.		

I, VICTORIA DINENNA, by my signature affixed below, agree with the foregoing facts and representations and therefore choose to voluntarily surrender my Nevada nursing license.

Dated this 9 day of Scene, 2006

VICTORIA DINENNA

RECEIVED - LV -

ARIZONA State of Nevada

JUN 12 2006

County of MOHAVE

NV STATE BOARD OF NURSING

This instrument was acknowledged before me on 6th of June, 2006, by

CYNTHIA KOLB

OFFICIAL SEAL CYNTHIA KOLB Volary Public - State of Arizona MOHAVE COUNTY My Comm. Expires March 24, 2007

NEVADA STATE BOARD OF NURSING

Accepted and approved this

By:

Helen Vos, MS, RN

Board President

JUN 1 4 2006 Nevada State Board of Nursing